



**Regulatory
Commission of Alaska**

701 W. 8th Avenue
Suite 300
Anchorage, Alaska
99501

rca.alaska.gov

Phone: (907) 276-6222
Outside Anchorage:
1 (800) 390-2782
Fax: (907) 276-0160
TTY: (907) 276-4533

**Contact your
telecommunications
service provider to
request an
application for
Lifeline services.**

**Universal Service
Administrative
Company**

Customer Operations
Lifeline Program
2000 L Street NW
Suite 200
Washington, DC
20036

lifelinesupport.org

Phone: 1-888-641-8722
Fax: 1-866-873-4665

Lifeline and Link-up: Broadband Service for Lifeline Consumers

The Federal Communications Commission (FCC) requires that Lifeline consumers now have a choice of landline, wireless, or broadband service.

Lifeline is a federal program that provides a monthly benefit to eligible households on landline, wireless, or broadband service, where broadband service is provided. The Lifeline benefit can lower or eliminate the cost of consumer's monthly phone or broadband bill. Only one Lifeline subsidized service is available per household.

The 2016 Lifeline Modernization Order establishes a number of additional enhancements to the Lifeline Program, further connecting low-income consumers to landline, wireless, or where provided, broadband service. These changes have been developed to continue the mission of assisting all consumers to get and stay connected in today's technological climate, while at the same time, relieving some of the burden on the telecommunications service providers who provide this service.

Different mandates in the 2016 Lifeline Modernization Order will become effective over the course of the next five years. As part of this five year roll-out:

- Broadband minimum service standards have been developed.
- Support for voice-only landline and wireless service will gradually decrease.
- The development of a National Verifier system to reduce the administrative burden and to determine all consumer's eligibility in the future.
- A phase-in that requires mobile broadband Lifeline Program telecommunications service providers to provide devices to consumers that have hotspot functionality to help connect households to the Internet.
- Benefit Portability Freeze: Consumers are required to remain with their telecommunications service provider for a minimum of 60 days (landline/wireless) or 12 months (broadband) before they can switch their subsidized service to a different telecommunications provider.
- Aggregation Projects: In conjunction with the National Verifier, aggregation projects will allow community-based organizations, housing associations, and institutions the opportunity to coordinate the aggregation of Lifeline Program subsidized service.
- Text messaging will now qualify as usage of a consumer's Lifeline Program service.
- Usage Requirements: If a consumer does not use the Lifeline phone or broadband service within 30 consecutive days, de-enrollment may occur due to non-usage.

If consumers have additional questions or concerns, they may visit the FCC's website at www.fcc.gov for more details. Consumers may also contact the RCA's Consumer Protection and Information Section at 907-276-6222 or via email cp.mail@alaska.gov.